

**FIG. 1**

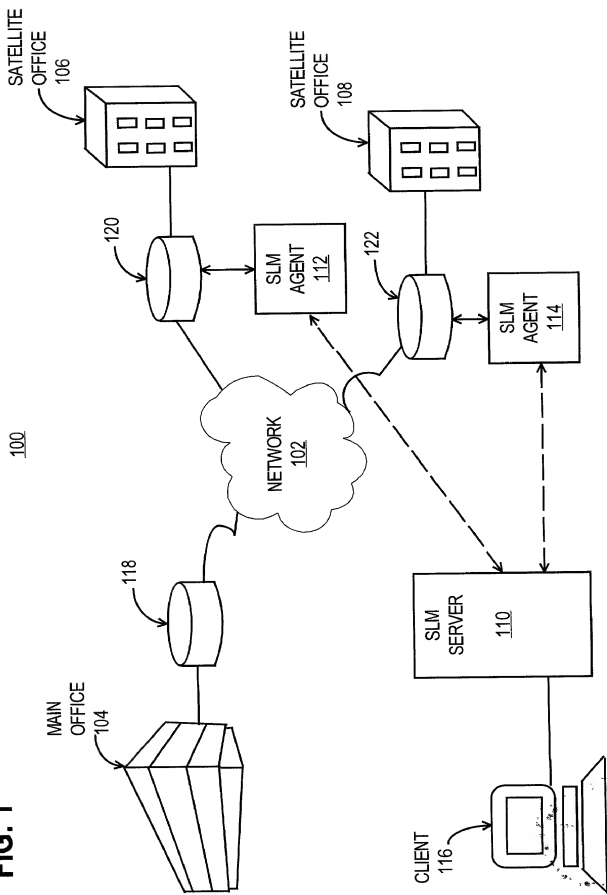


FIG. 2A

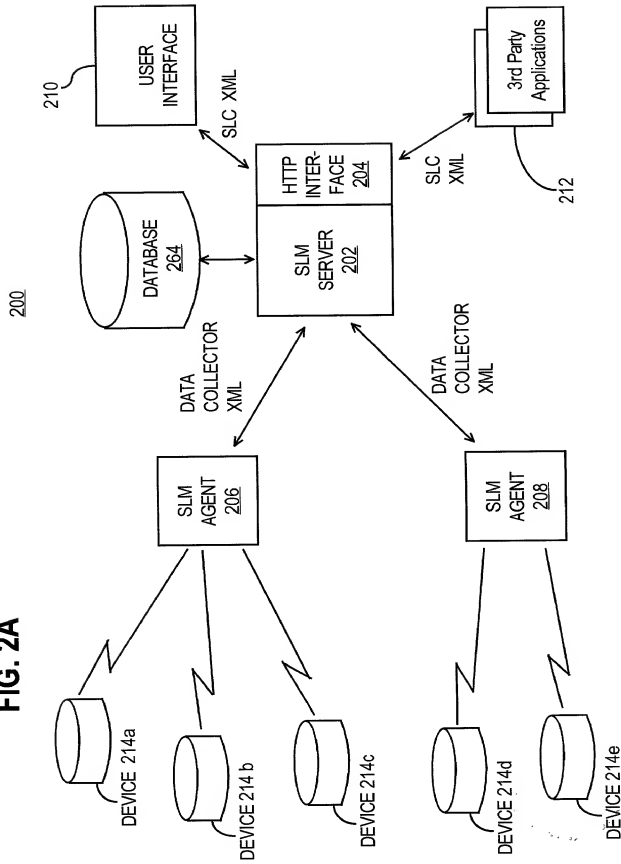
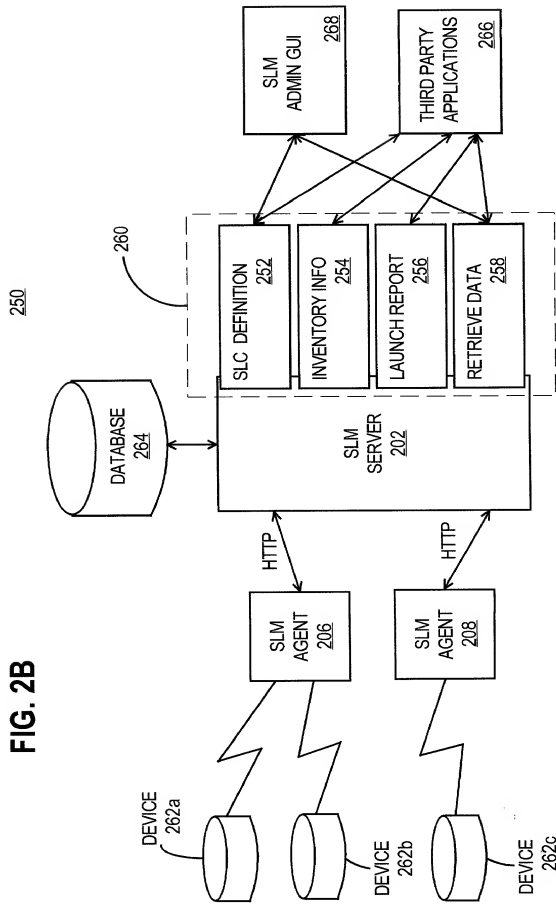


FIG. 2B



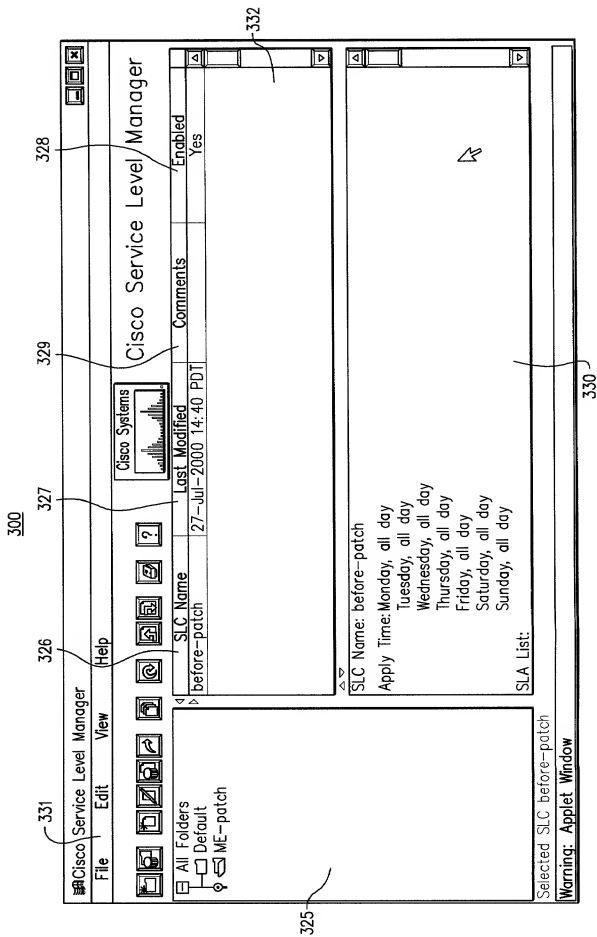


FIG. 3A

**302** Define SLC in Folder Default

Define SLC in Folder Default

**337** Name: Sample Service Level Contract

**338** Enabled ☒ **339**

**354** Comments: An SLC represents a contract between a provider of service (e.g. an ISP or IT organization) and a service consumer.

**342** SLC Applies

Mon	Tue	Wed	Thu	Fri	Sat	Sun
From All day ▾	All day ▾	All day ▾	All day ▾	All day ▾	All day ▾	All day ▾
To All day ▾	All day ▾	All day ▾	All day ▾	All day ▾	All day ▾	All day ▾

**346** SLA Items in This SLC

**345** New Edit Delete

SLA Name	Type	Comments
Round trip latency	Round trip response-ICMP	Tests latency between each branch...

**348**

**350** Apply **351** OK **352** Cancel **353** Help

SLC edit in progress

**FIG. 3B**





305

**Define Thresholds - Round-Trip Response & Network Services**

SLA Wizard

☒ 1. Define SLA Name

☒ 2. Select Device Pairs

☒ 3. Define Thresholds

Legend

☒ Valid Data

☒ Invalid Data

☐ No Data

**Apply Mon all day; Tue all day; Wed all day; Thu all day; Fri all day; Sat all day; Sun all day**

Round-Trip Latency

Daily Threshold  
Latency shall not exceed 200 milliseconds average per hour.

Monthly Threshold  
Latency shall not exceed 200 milliseconds average per day.

Availability

Monthly Threshold  
Daily average availability shall be at least 99.0 percent of a day.

Yearly Threshold  
Monthly average availability shall be at least 99.0 percent of a month.

Back

Finish

Cancel

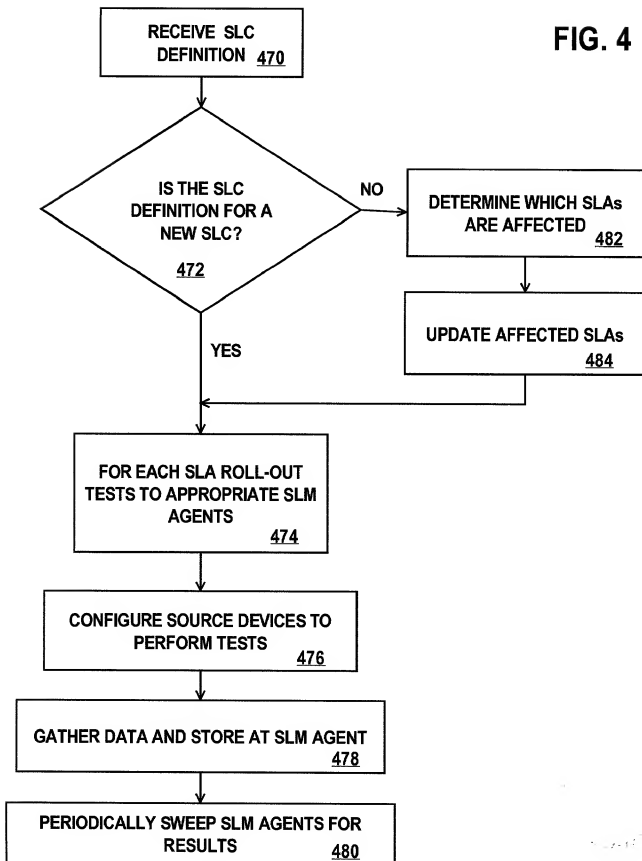
Help

386      387      388      389

FIG. 3E



FIG. 4



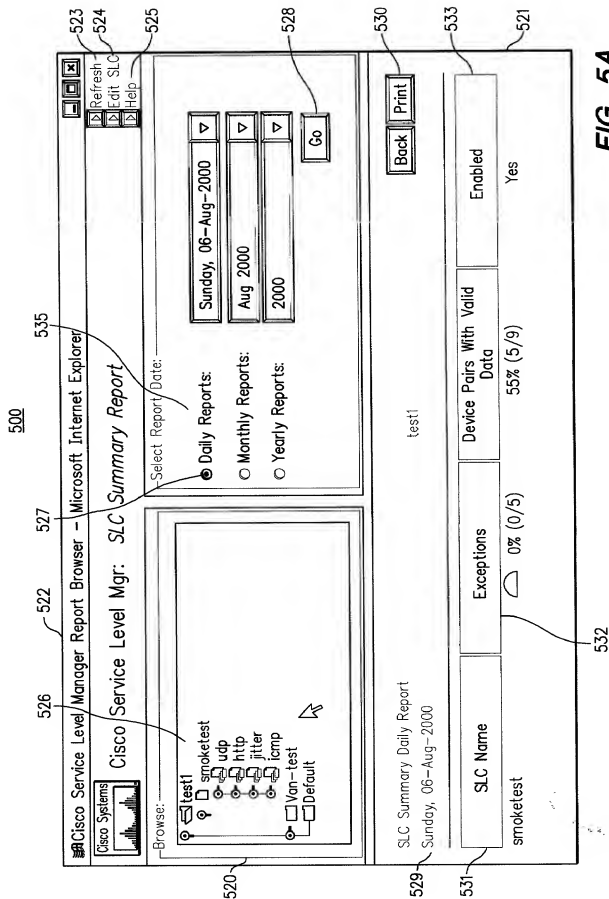
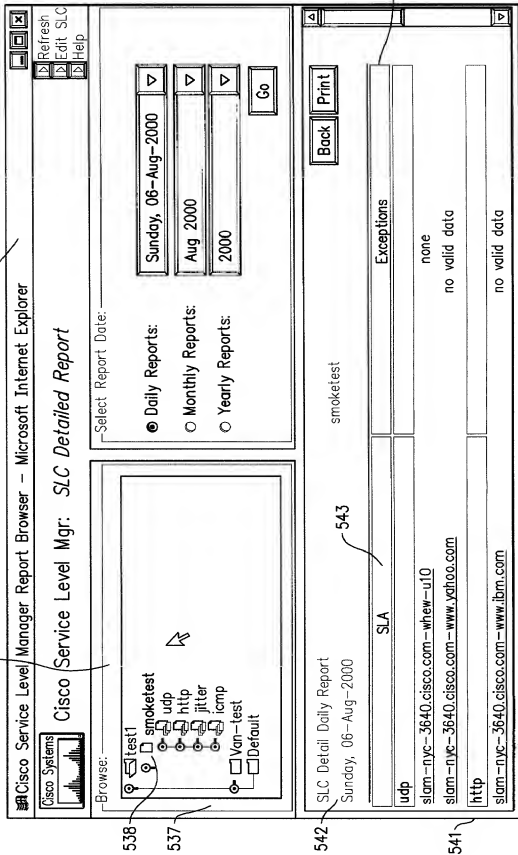


FIG. 5A

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FIG. 5B

Cisco Service Level Manager Report Browser - Microsoft Internet Explorer

Cisco Systems
Cisco Service Level Mgr: SLA Summary Report
Refresh
Edit SLC
Help

Browse:

test1
smoketest
udp
http
jitter
icmp
Van-test
Default

Select Report Date:

Daily Reports:
Monday, 07-Aug-2000

Monthly Reports:
Aug 2000

Yearly Reports:
2000

Go

SLC Summary Daily Report
Monday, 07-Aug-2000
Back
Print

Device Pairs
Exceptions

slam-nyc-3640.cisco.com-slam-sj-7120.cisco.com
slam-sj-7120.cisco.com-slam-nyc-3640.cisco.com
none
jitter=1, max=30.0

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FIG. 5C

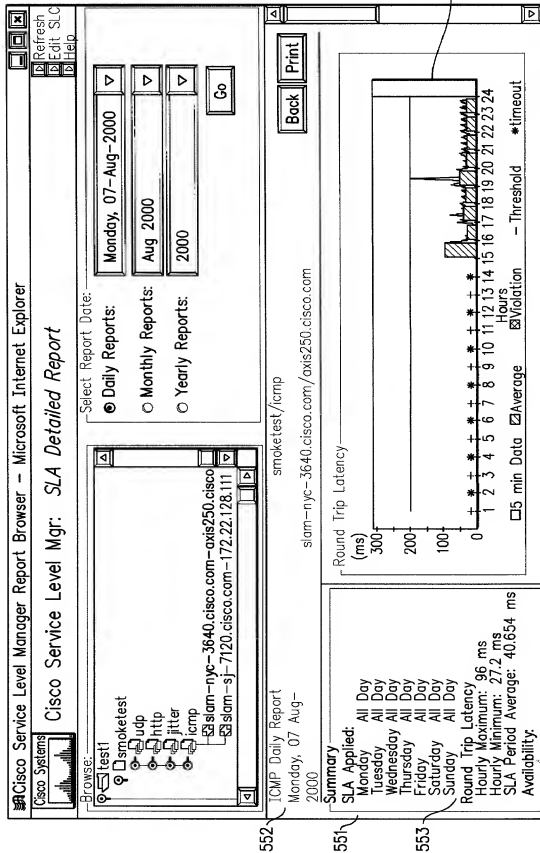


FIG. 5D

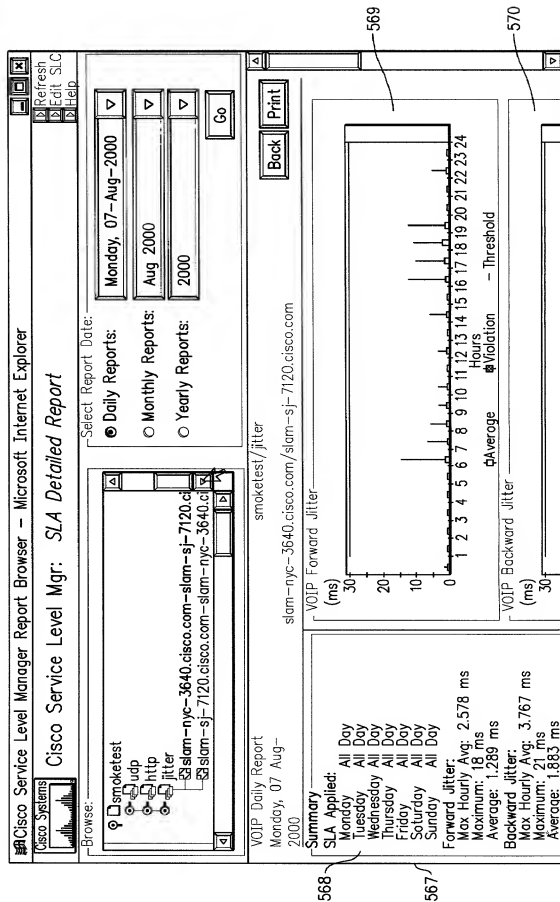


FIG. 6

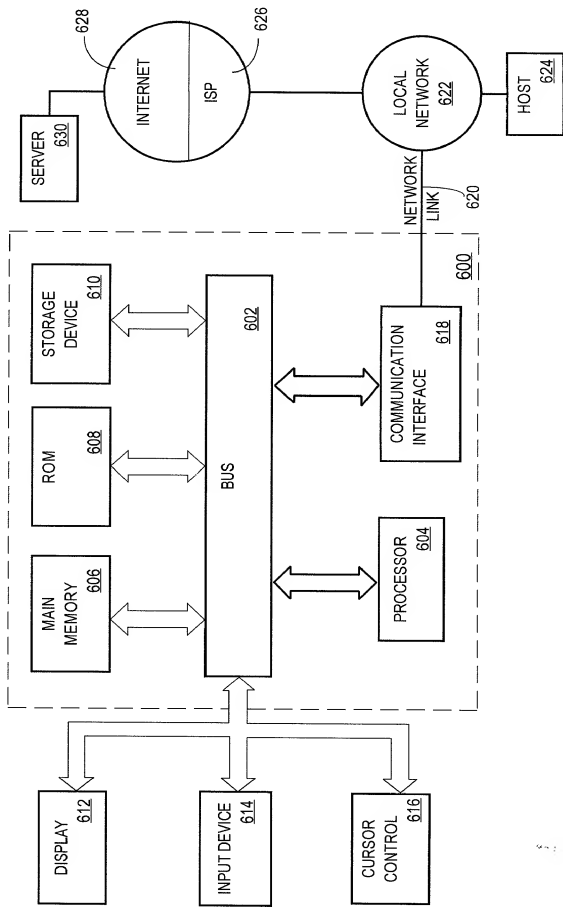


FIG. 7

